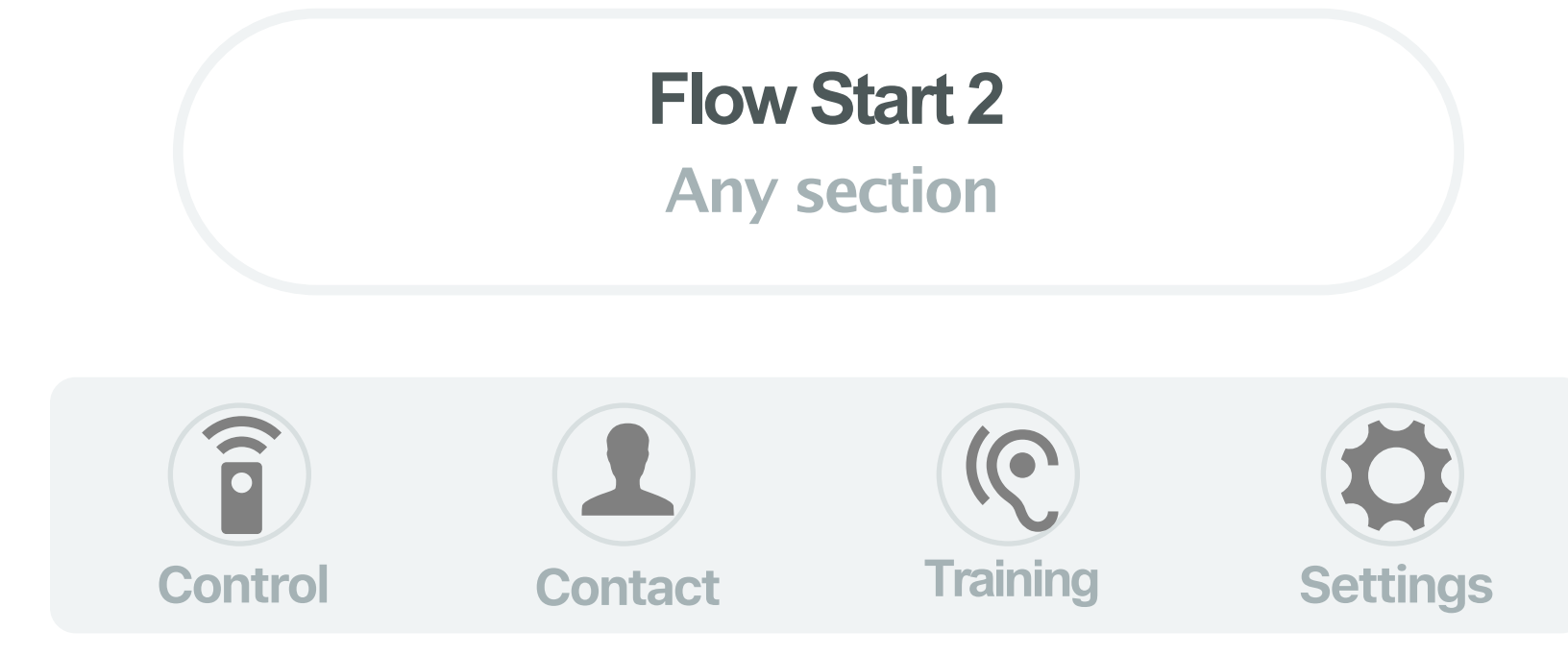
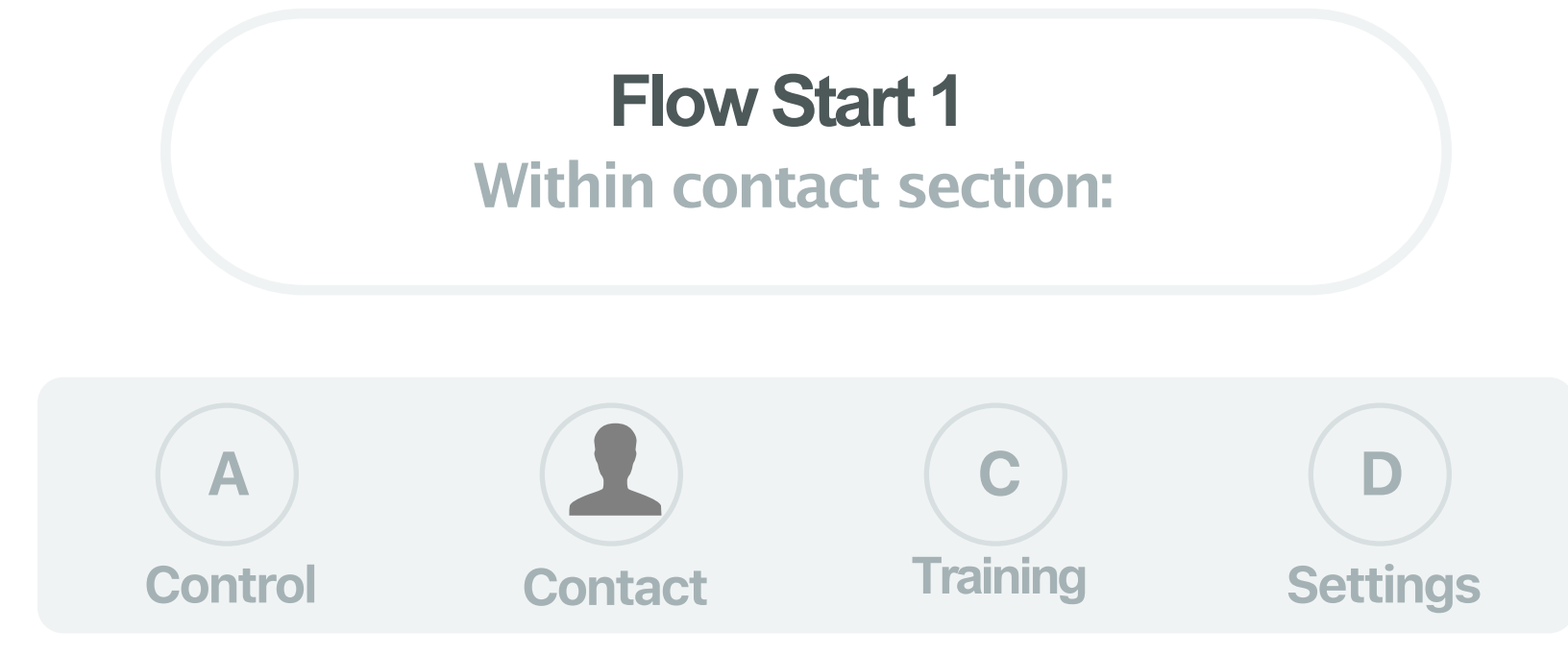


**Main use cases:**

1. Patient is missing a program / current program doesn't suit needs.
  2. Patient has problems with current program or it needs adjustments.
  3. **Patient has acclimatized to the sound level of current hearing program (dominant case)**
- \* Alternative case: Patient has interest in remote fine tunings or wants to have a "Test Drive" of a Program-or a new Hearing Instrument.



**Triggers:**

1. Chat complaint
2. Call complaint (with-without app)
3. Checking for more programs in the hearing program list
4. Checking for help in the FAQ
5. Wants to try or test program/device.

**Triggers:**

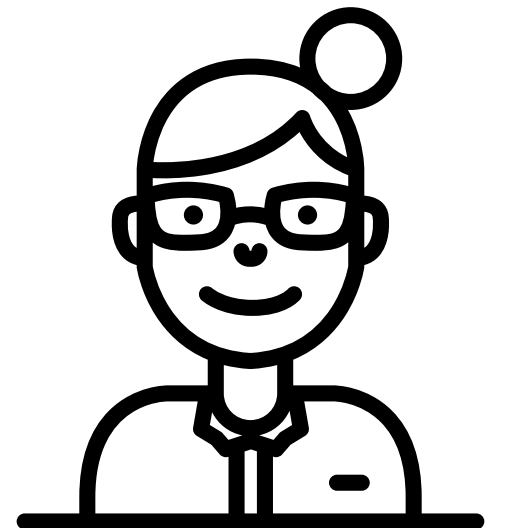
1. Bad ratings @ hearing situation
2. Bad ratings @ daily satisfaction
3. \* Patient has acclimatized to the sound level of current hearing program

"I see you've already got used to your program. I think we are ready to take it to the next level..."



New program or setting offer

"Everything seems good with my HI, still can't hear all..."



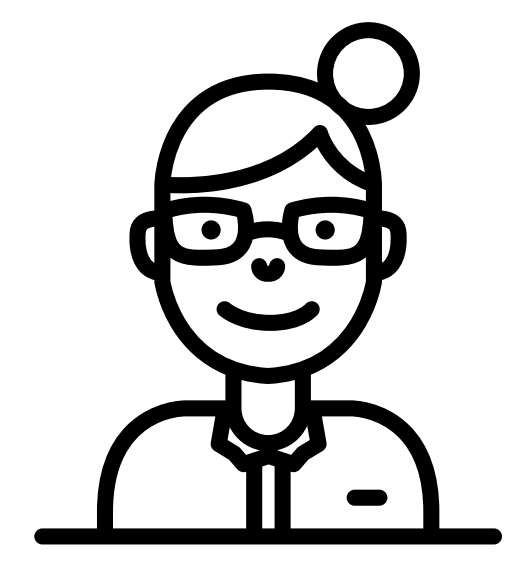
or: "I'm having issues..."

Patient rating



"I see you're having issues, here are new settings for you"

"I'm having issues..."



+



"How can I help you?"

